



Serial No.: 09/431,017

Filed: November 1, 1999

Group Art Unit: 2642

**RECEIVED**

FEB 25 2003

Bourque & Associates, P.A.  
835 Hanover Street, Suite 301  
Manchester, NH 03104  
Telephone: (603) 623-5111  
Facsimile: (603) 624-1432

Technology Center 2600

Date: February 14, 2003

HONORABLE COMMISSIONER OF PATENTS

Washington, D.C. 20231

Attorney Docket No.: DAVOX-164XX

Sir:

In re application of: Anderson et al.

Entitled: RELATIONSHIP BASED TASK AND RESOURCE CALL CENTER MANAGEMENT SYSTEM AND METHOD

Transmitted herewith is an amendment in the above-identified application. The following checked items are applicable:

☐ A Petition for Extension of Time for \*\* month(s) is hereby made, under §1.136(a); a check in the amount of \$\*\* is enclosed per §1.17.

☐ \_\_\_\_\_ is hereby appointed Associate Attorney by:

Registration No.:

Attorney of Record: Daniel J. Bourque

Registration No.: 35, 457

☐ Other:

CLAIMS AFTER AMENDMENT:	MINUS PRIOR PAID CLAIMS:	EQUALS PRESENT EXTRA CLAIMS:	RATE:	ADDITIONAL FEE:
Independent 7	- 7	= 0	x \$84.00 =	0
Total 33	- 33	= 0	x \$18.00 =	0
<input type="checkbox"/> Multiple Dependent Claims (1st presentation)			+ \$280.00 =	0
SUBTOTAL ADDITIONAL CLAIM FEE				0
Small Entity filing, divide by 1/2.				
TOTAL ADDITIONAL CLAIM FEE				0

☒ No additional claim fee.

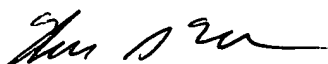
☐ The claim fee has been calculated above; check number \* in the amount of \$ is enclosed.

☒ In the event a Petition for Extension of Time is required by this paper and not otherwise provided, such Petition is hereby made and authorization is provided herewith to charge Deposit Account No. 02-3285 for the cost of such extension.

☒ The Commissioner is hereby authorized to charge payment of any additional filing fees under §1.16 associated with this communication or credit any overpayment to Deposit Account No. 02-3285.

I hereby certify that this correspondence is being deposited with the U.S. Postal Service as first class mail in an envelope addressed to: Honorable Commissioner of Patents, Washington, D.C. on February 14, 2003.

SUBMIT IN TRIPLICATE

  
Attorney of Record: Howard S. Fuhrman  
Registration No. 33,175



PATENT

#6/B  
smc  
2/24/03

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application : Anderson et al.  
Serial No. : 09/431,017  
Filed : November 1, 1999  
For : RELATIONSHIP BASED TASK AND RESOURCE  
CALL CENTER MANAGEMENT SYSTEM AND METHOD  
Attorney's Docket : DAVOX-164XX  
Examiner : Q. Nguyen  
Group Art Unit : 2642

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, Washington, D.C. 20231 on 2/14/03.

By

*Howard S. Fuhrman*

Howard S. Fuhrman  
Registration No. 33,175  
Attorney for Applicant(s)

AMENDMENT

**RECEIVED**

FEB 25 2003

**Technology Center 2600**

Commissioner for Patents  
Washington, D.C. 20231

Sir:

In response to the Office Action dated November 19, 2002, please amend the above-identified Patent Application as follows:

In the Claims:

Replace claims 1, 5, 13, 25, and 33 as follows:

1. A computer-implemented method of managing a call center using relationships, said call center including a plurality of different resources for handling telephone calls and communication contacts, said method comprising:

B'  
cont